

## Vaccine incidents, errors, and supplies

### **Q. There has been an error in vaccine administration, what should I do?**

**A.** In the vast majority of vaccine incidents there is no harm caused, beyond perhaps needing to give an additional vaccine and increased risk of localised reaction at the injection site. It is important to be open and honest with patients/parents. When an incident occurs, inform your line manager and call PHPU for further information and advice, including guidance on future vaccine schedule. When calling PHPU be sure to state that it relates to a vaccine error, as this will allow us to provide you with the required assistance as quickly as possible.

The incident should also be reported through local clinical governance mechanisms and reviewed and reflected upon to ensure any lessons identified are put into practice to help minimise future errors.

[NHS Vaccine Incident Guidance 2019](#) advises on the actions to take in response to vaccine errors and considerations and general principles for revaccination

### **Q. Parents are asking for single vaccines for measles/mumps/rubella/polio/diphtheria/tetanus etc, are these available?**

**A.** Combination vaccines are safe and effective, and provide the best way of ensuring a child is fully protected, and as such Public Health cannot advocate the use of single vaccines. In addition for many of these infections the single vaccine is not available, including where the single vaccine is no longer manufactured (such as for measles, mumps and rubella.) Single measles, mumps and rubella vaccines are not available in the NHS, and GPs do not have access to them through the normal channels of licensed drugs.

## Cold Chain

### **Q. Our fridge has broken/vaccines were left out of the fridge/temperature readings have not been recorded, what are the next steps?**

**A.** Cold chain incidents or fridge failures should be reported to Public Health Pharmacy who can provide information and advice on next steps.

Medicines Information main enquiry line: 0141 211 4407

The Storage, distribution and disposal of vaccines is comprehensively outlined in the [Green Book Chapter 3](#)

A 30-minute e-learning package covering the important points is available on <http://nhs.learnprouk.com>

Once registered, click on 'more learning' and go to 'pharmacy' tab.